

**AIR FORCE FLIGHT TEST CENTER (AFFTC)**  
**STATEMENT OF WORK (SOW)**  
**FOR**  
**WIRELESS SYSTEMS MAINTENANCE SERVICES**  
**AT**  
**EDWARDS AFB, CALIFORNIA**  
**26 July 2002**

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## SECTION I

## DESCRIPTION OF SERVICES

**1.1. OBJECTIVE:** The mission of the Air Force Flight Test Center, Information Technology Field Services Division (AFFTC/ITC) is to provide top quality, customer oriented communications services for Edwards Air Force Base (EAFB) and the Air Force Research Laboratory (AFRL). The objective of this Statement of Work (SOW) is to provide EAFB with efficient, effective, performance-based Wireless systems maintenance services (WSMS) by a highly qualified, fully trained and dedicated workforce. With the exception of the items/services specified as being government-furnished in Section III hereof, the contractor shall provide all resources (labor and materials) to perform the WSMS described within this SOW in a manner that meets the objectives stated herein performed in accordance with commercial industry standards for professional WSMS.

**1.2. MAINTENANCE SUPPORT REQUIREMENTS:** Provide priority and routine maintenance support service on a recurring and nonrecurring basis. Work in conjunction with other necessary maintenance personnel, to return the equipment back to an operational status. Necessary maintenance personnel can include, but are not limited to, Civil Engineers, Telephone Maintenance, Commercial Telecommunications Providers, and other government and contractor employees. Any removal of fixed government equipment from the installation must be pre-approved in writing by the Contracting Officer (CO) or his/her designated representative.

**1.2.1. Priority Service:** Provide priority maintenance service, in accordance with the Wireless System Restoration Priorities, required to repair or maintain an item so that its performance shall equal or exceed the original manufacture's specifications. Within four (4) hours from government notification of a priority equipment outage, the contractor's representative shall be on-site and actively engaged in identifying the cause of the outage. Complete all priority service requests and return the equipment to fully operational status within 24 hours from outage notification. Excess delays due to material availability or circumstances beyond the contractor's control shall be identified in writing to the Wireless System Manager (WSM) as soon as possible but not later than 24 hours from notification. Respond to priority outages and repairs 24 hours a day, seven (7) days a week including holidays and weekends. Coordinate required system downtime with the WSM.

**1.2.2. Routine Service:** Provide routine maintenance and repair service as required to repair or maintain an item so that its performance shall equal or exceed the original manufacture's specifications. Within eight (8) business hours from government notification of a routine equipment outage, the contractor's representative shall be on-site and actively engaged in identifying the cause of the outage. Complete all routine service requests and return the equipment to fully operational status within ten (10) business days of the equipment outage. Excess delays due to material availability or circumstances beyond the contractor's control shall be identified, in writing, to the WSM as soon as possible but not later than ten (10) business days from outage notification. Coordinate additional system downtime with the WSM not later than 2 hours before the required system downtime.

**1.2.3. Recurring Maintenance and Repair:** Accomplish recurring maintenance and repair of equipment and return the item to operational status. Recurring maintenance and repair includes Preventive Maintenance Inspections (PMI); Corrosion Control Inspection; equipment wiring; installing missing components and voltage compliance checks; adjustment and/or repair required on a recurring basis. Conduct recurring maintenance in order to sustain safe and reliable operating condition of the equipment annually, at a minimum, or in accordance with manufacturer's specifications and standard commercial practices. Use manufacturer's specified numbered parts and include all installed options and accessories. In the case of scheduled maintenance, that requires system downtime, notify the WSM a minimum of two (2) business days prior to the scheduled maintenance. Recurring repairs shall not include replacement of user-installed batteries. Prepare and submit to the WSM a written report of the month's completed inspections and include a list of any discrepancies identified by fifth business day each month.

**1.2.3.1. Schedules:** Provide a PMI schedule to the Wireless Systems Manager (WSM) at least 10 days prior to contract start. Coordinate schedule changes with the WSM at a minimum of two days in advance of change.

**1.2.4. Nonrecurring Maintenance Service:** Nonrecurring maintenance is service needed on an "as required basis" and is not covered under recurring maintenance service. Nonrecurring maintenance service shall be accomplished not later than twenty-one (21) business days after receipt of verbal (with work order following within 24 hours) or a written work order from the WSM. Nonrecurring maintenance of handheld equipment may be accomplished at the government furnished location, the users location or at the contractor's place of business. All handheld equipment removed from EAFB or the AFRL shall be identified on a "work order" to maintain accountability of the item. Use only manufacturer's specified numbered parts. Provide the capability to change frequencies for equipment identified in Appendix B. Insure the radio operates within manufacturer's specifications. Install and replace crystals/channel elements and perform necessary adjustments to the unit. Return all crystals to the WSM. Insure that intrinsically safe radios are maintained to retain their intrinsically safe/factory mutual status after repair. Ensure Data Encryption Standard (DES) radios are maintained in compliance with current technical industry standards. The contractor shall not use unauthorized components that will void the Factory Mutual Approval. Inspect new radios at the end of the warranty period.

**1.2.5. Authorized Service Requests:** Insure all requests for service is initiated by only authorized government personnel. A current list of authorized government personnel will be maintained by the QAP and provided to the contractor on a quarterly basis.

**1.2.6. Equipment Removal and Installation:** Accomplish removal and installation of fixed and mobile equipment as requested. After equipment is removed, return the equipment to the WSM unless otherwise specified on the removal request. Remove or install mobile equipment on EAFB or the AFRL at the location specified by the WSM.

**1.2.6.1. Fixed and Mobile Equipment Removal:** Remove only the fixed equipment requested on the removal work order. In cases where the work order requests removal of associated equipment, remove all equipment related to the fixed equipment. Associated equipment may include, but is not limited to, antennas, coaxial cables, towers, hardware ground rods, grounds wires, guy wires, and anchors. Remove all items related to the mobile radio or vehicle charger installation. Plug all mounting holes or cable entrances extending to the exterior of the vehicle as a result of equipment installation.

**1.2.6.2. Equipment Installation:** Accomplish radio and charger installation, for both fixed and mobile equipment in accordance with industry standards and the installation work order. Install all necessary parts to complete equipment installation and then verify the serviceability of the equipment prior to departing the area. For mobile equipment installations, install a separate independent power cutoff switch. Upon completion of installation, work area will be left free of all rubbish or scrap material.

**1.2.7. Equipment Neglect or Misuse:** The contractor shall not be held responsible for repair times due to neglect or misuse on the part of the government. The contractor shall provide a written cost estimate to the WSM within the (10) days from the date notified of/or the contractor identified suspected neglect or misuse. The written cost estimate shall be provided to the government at no additional charge. Written estimates shall include the estimated cost of labor and material, and the specified time needed to bring the equipment into fully operational condition. No repairs will be made until the contractor and the government has agreed, in writing, to the cost and time frame for the repair.

## SECTION II

## SERVICE DELIVERY SUMMARY

Performance Objective	SOW Para	Performance Threshold
Outage, maintenance and/or repair work is completed within the stated time frames.	1.2.1. 1.2.2. 1.2.3. 1.2.4.	No more than one (1) delinquent work request per calendar quarter.
DES and Intrinsically Safe Radios have been repaired to maintain their DES or intrinsically safe/factory mutual status as prescribed by the manufacturer.	1.2.4.	100% of the time
Maintain accurate accountability records for all equipment transported off base for repairs.	1.2.4.	100% of the time as identified by Quality Assurance Personnel (QAP) surveillance.

## SECTION III

## GOVERNMENT-FURNISHED PROPERTY (GFP) AND SERVICES

**3.1. FACILITIES/BASE SUPPORT:** The government will initially furnish or make available to the contractor, as base support, approximately 600 square feet in building 300 on main base. The contractor will occupy only those facilities required to perform the services required by this SOW. The contractor will use current AF guidelines and those in Attachment 2 of AFFTCI 32-15 to ensure that the initial utilization, and any changes in scope of utilization, mission and personnel requirements by the contractor from the current government use of these facilities, will result in the equivalent change in scope of facility occupancy by the contractor. All facilities unused by the contractor shall be turned back to the government. Government facilities have been inspected for compliance with Occupational Safety and Health Act (OSHA). Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor, and the government will assume no liability or responsibility for the contractor's compliance or noncompliance with such requirements. Prior to any modification of the facilities performed by the contractor at his/her expense, the contractor must give the WSM and the CO documentation describing, in detail, the modification requested. No alterations to the facilities shall be made without specific written CO approval; however, in the case of alterations necessary for OSHA compliance, such approval shall not be unreasonably withheld. The contractor shall return the facilities to the government in the same condition as received, fair wear and tear and approved modifications excepted.

**3.2. SERVICES:**

**3.2.1. Utilities:** The government will furnish electricity, gas and water for the facilities provided.

**3.2.2. Postal/Base Information Transfer System (BITS):** The government will provide on-base mail distribution and United States Postal Service and United Parcel Service for, but limited to, official government mail, required to perform this SOW.

**3.2.3. Telephone/Internet Access:** The government will provide telephone service and Internet access for official use in the performance of this SOW. Service will consist of Class "C" access only.

**3.2.4. Custodial:** The government will provide custodial service to the extent provided in the existing custodial contract. The custodial contract provides for cleaning of building 300 in the downstairs administrative office areas. Vacuum, sweep, and removal of trash services are provided.

**3.2.5. Refuse Collection:** The government will provide for refuse service under its existing refuse contract. All refuse will be placed in bags before disposing in the dumpster. The contractor shall comply with all recycling programs in accordance with AFI 32-7080, Pollution Prevention Program.

**3.2.6. Real Property Maintenance:** The government will provide maintenance and repair of real property facilities. Requests for repair will be submitted by the contractor on AF Form 332 (work order request) to the WSM for approval.

**3.2.7. Base Civil Engineering:** The government will provide fire prevention, protection, inspection, and maintenance of government-furnished fire extinguishers and systems, pest control, and grounds maintenance through organic or contract resources. The Fire Department telephone extension is 911 for emergencies and 7-3643 for routine calls. The contractor shall comply with the fire prevention and protection program as outlined in AFFTCI 32-11 and other Air Force directives.

**3.2.8. Emergency Medical Service:** The government will provide emergency medical treatment and emergency patient transportation service for contractor personnel who are injured or become critically ill. The contractor shall reimburse the government for the cost of medical treatment and patient transportation service at the current inpatient or outpatient treatment rate. Telephone 911 for emergency medical care.

**3.2.9. Security Police:** The government will provide general on-base Security Police service. Security police phone extensions 911 for emergencies, and 7-3340 for routine calls.

**3.2.10. Computer Support:** The government will provide small computer maintenance and computer network support from 0730 to 1630, Monday through Friday. Computer trouble calls are made through the centralized IT Call Center, 7-3444.

## SECTION IV

## GENERAL INFORMATION

**4.1. QUALITY CONTROL PLAN (QCP):** The contractor shall provide a proactive Quality Control Plan (QCP) to the CO for approval no later than 10 workdays before the performance start date. The CO will notify the contractor of approval or require modifications no later than 5 workdays before the performance start date. The contractor shall make appropriate modifications and obtain CO approval of the QCP before the performance start date. The QCP shall include, as a minimum, the following:

4.1.1. Description of the inspection system to cover the services listed on the Service Delivery Summary (SDS). The description shall include specifics as to the areas to be inspected on a scheduled and unscheduled basis, frequency of inspections, and the title and organizational placement of the contractor's inspectors. Include the contractor's quality control and assurance methodology for services not included in the SDS.

4.1.2. Description of the methods to be used for identifying and preventing nonconformance in the quality of services

4.1.3. Description of the records to be maintained to document inspections, to include deficiencies, corrective actions (including estimated dates of completion), and preventive actions.

4.1.4. Records of inspections shall be kept by the contractor and made available to the Government throughout the contract performance period, and for the period after contract completion until final settlement of any claims under this contract have been made.

4.1.5. Control procedures for any Government provided keys or lock combinations.

**4.2. QUALITY ASSURANCE:** Government Quality Assurance Personnel (QAP) will, pursuant to the Inspection of Services—Fixed-Price Clause of this contract, perform surveillance of the services using the Government's Quality Assurance Surveillance Plan (QASP) focusing on the SDSs. When surveillance indicates nonconforming performance findings, QAP will require the Contract Manager, or representative, to initial the findings; however, initialing of findings does not constitute concurrence, only acknowledgment.

4.2.1. The contractor shall respond, in writing, to identified nonconforming written findings within 10 days of receipt, and these responses will be considered in the WSM's validation of nonconforming findings.

**4.3. HOURS OF OPERATION:** Services are required during normal working hours, Monday through Friday, 0730 – 1630, except for Federal Holidays. Exceptions to normal duty days/hours are for priority outage or repair.

4.3.1 Performance of Services During Crisis Declared by The National Command Authority or Overseas Combatant Commander. Upon notification by the CO, the contractor may be required to surge to full-time operations (24 hours per day, 7 days a week) during wartime, other national commitments, local emergencies, or AFFTC Exercises. If the contractor cannot accomplish a routine workload due to the activation or exercise of any contingency plan, the government will not take remedial action against the contractor for nonsupport of lower priorities. However, the government reserves the right to augment surge requirements beyond the capability of the contractor, when it perceives degradation to mission accomplishment. The contractor's responsibilities for emergency support are described in Paragraph 1.2.

**4.4. PHYSICAL SECURITY:** At the close of each work period, government facilities, property, and materials shall be secured. The contractor shall conform to the provisions of AFI 31-101 for safeguarding the government-furnished facilities, property and material contained therein.



**4.4.1. Key Control:** The contractor shall establish and implement methods of ensuring that all keys/key cards issued to the contractor by the government are accounted for and are not used by unauthorized persons. All references to keys include key cards. No keys issued to the contractor by the government shall be duplicated. The contractor shall develop procedures covering key control that shall be included in the QCP. Procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The contractor shall immediately report the occurrences of lost or duplicated keys to the CO. In the event keys, other than master keys, are lost or duplicated, the contractor shall, upon direction of the CO, re-key or replace the affected lock(s). If locks are replaced or re-keyed by the government, the cost incurred by the government shall be deducted from the monthly payment due the contractor. In the event a master key is lost or duplicated, the government will replace all locks and keys for that system and deduct the total replacement cost from the monthly payment due the contractor. The contractor shall prohibit the use of government issued keys by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contractor's employees engaged in the performance of assigned tasks in those areas, or personnel authorized entrance by the CO or WSM.

**4.4.2. Lock Combinations:** The contractor shall control access to all government provided lock combinations to preclude unauthorized entry.

#### **4.5. CONTRACTOR PERSONNEL REQUIREMENTS:**

**4.5.1. Contractor Manager:** The name of this person, and alternate(s), who shall act for the contractor in the absence of the contract manager, shall be designated in writing to the CO prior to the performance start date and updated when changes occur. The Contract Manager and alternate(s) shall have full authority to act for the contractor on all matters relating to daily operation of this contract.

**4.5.1.1.** The Contract Manager, or alternate shall be available during normal working hours within four (4) hours to meet on the installation with the CO, WSM, or other designated government personnel to discuss problem areas. After normal working hours, the Contract Manager or alternate shall be available within eight (8) hours.

**4.5.2. Technicians:** All technicians must have documentation of successful completion of a military or commercial electronics school or three (3) years specialized maintenance experience on radio communications equipment. Technicians must possess a Certificate of Competency issued by the Radio Industry prior to performing on this contract. Certificates of Competency shall be provided to CO prior to the performance start date and upon the hire of new technicians.

**4.5.2.1.** In addition to the above requirements, technicians must have, as a minimum, three (3) years specialized maintenance experience on equipment listed in Appendix B.

**4.5.2.2.** Technicians must have as a minimum two (2) years specialized maintenance experience on microwave systems and equipment and sufficient schooling or three (3) years specialized maintenance experience on radio communications equipment.

**4.5.3.** Furnish, in writing, to the CO the names and telephone numbers of contractor key personnel no later than 10 days after contract award. The CO shall be notified immediately whenever changes are made.

**4.5.3.1.** The contractor shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. Additionally, the contractor shall not employ any person who is an employee of the Department of the Air Force, either military or civilian, unless such person seeks and receives approval according to DoDD 5500.7-R.

**4.5.3.2.** The contractor is cautioned that off-duty active military personnel hired under this contract may be subject to Permanent Change of Station (PCS), change in duty hours, or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of

these personnel could adversely affect the service provider's ability to perform. Their absence, at any times, shall not constitute an excuse for nonperformance under this contract.

**4.6. PARTNERING AGREEMENT:** A partnering agreement is to create a Government-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in providing the supply services, and establishes and promotes a nurturing partnership environment. To this end, and at a time mutually agreed to by the parties, Government and contractor senior management and key personnel shall develop a formal partnering agreement that will be signed by the parties involved. The agreement should contain, as a minimum, specific goals to be reached and a list of performance objectives to reach the goals, metrics to evaluate the performance objectives, frequency of meetings for review of the metrics, a methodology for Alternate Disputes Resolution (ADR), and a statement of cooperation to execute the terms of the partnering agreement.

**4.7 CONSERVATION OF UTILITIES:** Instruct employees in utilities conservation practices and be responsible for operating under conditions, which prevent the waste of utilities.

**4.8 HOUSEKEEPING.** Dust and clean furniture and equipment as necessary to maintain a professional appearance in work areas.

## APPENDIX A

## WIRELESS SYSTEM RESORATION PRIORITIES

<b><u>PRIORITY</u></b>	<b><u>SYSTEM</u></b>
1.	Centra Comm Central Electronics Bank
2.	Centra Comm Consoles
A.	Command Post
B.	Fire Department
C.	Security Police
D.	Hospital
E.	Records Operations Center (ROC)
F.	South Base Operations Center
3.	Paging System Terminal and Transmitters
4.	Maintenance Expediter Nets
5.	Ramp/Base Operations Net
6.	Munitions Net

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Multiple Individual Net/System repairs will be accomplished in the following order:

- a. Multiple net outages will be repaired in order, following the above priorities for repair
- b. Central Electronics equipment, Base Stations, Repeaters and Controllers
- c. Remotes
- d. Other fixed ancillary equipment
- e. Mobile Radios and/or vehicle chargers
- f. Portable equipment
- g. Pagers
- h. Others

## APPENDIX B

## PROJECTED WORKLOAD

**RECURRING MAINTENANCE AND REPAIR (SOW 1.2.3)****TRUNKED SYSTEM**

<u>Manufacturer</u>	<u>Model Number</u>	<u>Model Name</u>	<u>Quantity</u>
Motorola	T5291A	AMSS Central Site Controller	2
Motorola	T5292A	Remote Site Central Controller	4

**CONSOLES**

<u>Manufacturer</u>	<u>Model Number</u>	<u>Model Name</u>	<u>Quantity</u>
Motorola	CEB	Centra Comm II	1
Motorola	Operator Positions	Centra Comm II Elite	15

**BASE STATIONS AND REPEATERS**

<u>Manufacturer</u>	<u>Model Number</u>	<u>Model Name</u>	<u>Quantity</u>
Motorola	B53AKB1100A	Compa	1
Motorola	B84JZB-1106A	Purc	2
Motorola	T5365A	Quantar	35
Motorola	T5365A	Quantro	7
Motorola		Digitac Comparator	12
Motorola	C74CXB5103	MSF5000	2

**RF COMBINER EQUIPMENT**

<u>Manufacturer</u>	<u>Model Number</u>	<u>Model Name</u>	<u>Quantity</u>
Decibel		TX Combiner	3
Decibel		Receive Multicoupler	3

**MICROWAVE SYSTEMS**

<u>Manufacturer</u>	<u>Model Number</u>	<u>Model Name</u>	<u>Quantity</u>
ATI	DS3	Microwave	10
Telco Systems	828	Multiplexer	6
Seimens	9004B	Channel Bank	3
Racon	10075-0010481	Transmission	4 pair
Pelco	PT 1250 P	Pan/tilt	8
Panasonic	WV761D	Pan/tilt	1
Sensormatic	RC60/ES	Remote Unit	8
Sensormatic	CS66R	Remote Unit	3
Amplicon	RS232/422		
	48F25/M25	Control Card	4

**PAGING SYSTEM**

<u>Manufacturer</u>	<u>Model Number</u>	<u>Model Name</u>	<u>Quantity</u>
Motorola	M15	Unipage	1

**NONRECURRING MAINTENANCE SERVICE (SOW 1.2.4)**

<b><u>Equipment</u></b>	<b><u>Estimated Monthly Quantity</u></b>	<b><u>Estimated Yearly Quantity</u></b>
Repair Handheld	8	100
Repair Mobile	8	100
Repair Pager	8	100
Repair URC 200	1	12
Repair URC 300 Amplifier	.5	6
Repair Adapter	1	12
Repair CA-218	1	12
Repair Light bar	3	36
Repair RCU	1	12
Repair Single Charger	1	12
Repair Multiple Charger	2	24
Repair Accessories	2	24
Repair Support Equipment	2	24
Program Centra Comm	1	12
Program Handheld and Mobile Radio	10	120
Crystalize Equipment	1	12

**EQUIPMENT REMOVAL AND INSTALLATION (SOW 1.2.6)**

<b><u>Equipment</u></b>	<b><u>Estimated Monthly Quantity</u></b>	<b><u>Estimated Yearly Quantity</u></b>
Install Vehicle Adapter	1	12
Remove Adapter	1	12
Install Mobile	5	60
Remove Mobile	3	36
Install Mobile Control Head	2	24
Remove Mobile Control Head	2	24
Install Base/Repeater	1	12
Remove Base Repeater	1	12
Install Fixed Antenna	2	24
Remove Fixed Antenna	1	12
Install Light bar	4	48
Remove Light bar	2	24
Install CA-218	1	12
Remove CA-218	1	12
Install CA-218 Remote Head	1	12
Remove CA-218 Remote Head	1	12
Install Accessory	5	60
Remove Accessory	5	60
Install Support Equipment	1	12
Remove Support Equipment	1	12

## APPENDIX C

## PUBLICATIONS AND FORMS

AFI 31-101	Jun 00	AF Installation Security Program (FOUO)	All
AFFTCI 32-11	Aug 98	Fire Prevention and Protection Program	All
AFFTCI 32-15	Jun 98	AFFTC Facility Management Process	All
AFI 32-7080	May 94	Pollution Prevention Program	All
DODD 5500.7-R	Aug 93	Joint Ethics Regulation	All
AF Form 332	Jan 91	Base Civil Engineer Work Request	X